



MASSACHUSETTS  
HEALTH QUALITY PARTNERS

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### Position Description

**Job Title: Senior Project Manager for Public Programs**

**Salary Band:**

**Reports To: Vice President of Programs and Analytics**

**Hours per Week: 40**

**Supervises: Project Analyst/Coordinator**

#### Position Overview:

The senior project manager works to advance MHQP's innovative and ambitious Patient Experience program agenda. Work includes planning, and coordinating the day-to-day activities of the public program survey measurement and reporting. The project manager works with statistical, data management and project senior staff on survey design, implementation, measurement and reporting for public agency projects. The project manager is responsible for leading the day-to-day work and will work collaboratively with both internal staff and external stakeholders. The project manager must have highly developed communication and project management skills, as well as an ability to produce deliverables on schedule.

#### Essential Job Responsibilities:

- ◆ Create and manage project plans and timelines and systematically plan for survey program resource use
- ◆ Work with project director, statistical and data analytic team and survey administration vendor to design survey projects for the Commonwealth of Massachusetts and other public programs
- ◆ Work collaboratively with Patient Experience Survey (PES)/Program Operations team to ensure timely survey administration implementation and data collection
- ◆ Work with project director, statistical and data analytic team to establish appropriate comparative benchmarks for performance comparisons
- ◆ Work with senior management and MHQP leadership in strategic planning activities related to services for public programs.
- ◆ Conduct research and analysis to support current and proposed projects.
- ◆ Work collaboratively with PES Operations and Analytic Team to ensure timely and accurate production and dissemination of survey results reporting
- ◆ Set up external workgroup and internal project team meetings and facilitate meetings as needed
- ◆ Work with project coordinator and/or project specialist to establish project calendars and ensure that project related meetings are scheduled, communicated and documented
- ◆ Present results and provides technical background information in a clear way to client groups.
- ◆ Create and oversee the development and maintenance of project documentation, including all pertinent design documents, process flows, and reports to funders
- ◆ Support program operations planning and budgeting activities
- ◆ Develop status reports and project reports for funders as needed

- ◆ Provide guidance, coaching, direction and feedback to project coordinator(s) and support staff for the duration of the project.
- ◆ Develops and maintains relationships with Commonwealth of Massachusetts and other public programs
- ◆ Develop and maintain functional working relationships with consultants and vendors as needed.

**Required Skills, Knowledge and Experience:**

- ◆ Self-starter and able to work independently
- ◆ Highly collaborative style
- ◆ Strategic thinker
- ◆ Excellent verbal and written communication skills
- ◆ Demonstrated technical, quantitative and analytic skills and aptitude (see below)
- ◆ 5-8 years of experience in a position with comparable skill and responsibility.
- ◆ Excellent organizational skills, proven ability to organize complex processes involving detailed tasks and collaboration with multiple stakeholders
- ◆ Ability to manage schedules to meet deadlines
- ◆ Experience using Microsoft Office Suite of products; experience with project management planning software is desirable
- ◆ Working knowledge of quality improvement concept and methods is desirable
- ◆ Familiarity with statistical concepts and language
- ◆ Experience with state government or other public agencies a plus

**Specific Technical Expertise Needed:**

- ◆ Familiarity with internet tools, online survey tools (e.g. Survey Gizmo), and web-based reporting

**Education:**

- ◆ Masters Degree in Public Health, Health Administration or equivalent

**Applicants may forward a cover letter and resume to [jobs@mhqp.org](mailto:jobs@mhqp.org)**